

## QUICK REFERENCE GUIDE FOR SERVICES

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### After-Hours Service Calls

Phone calls before 7:30 a.m., or after 4:30 p.m., should be directed to University Police at 270-745-2548. University Police will act on urgent service calls that cannot wait until the next normal working day by contacting the assigned DFM Duty Manager.

### Air Conditioning and Heating

Temperature control throughout the university is operated and maintained by the DFM Plant Operations Division. Building occupants should not attempt any repairs to malfunctioning equipment. Improper operation of heating and air conditioning systems, individual window air conditioning units, or other service requirements should be directed to Dale Dyer, Manager of Plant Operations at [Dale.Dyer@wku.edu](mailto:Dale.Dyer@wku.edu) or at telephone number 270-745-6179.

### Bicycle Racks

The DFM Grounds division installs bicycle racks. Location of bicycle racks is determined by need, as well as landscaping and architectural considerations. Abandoned bicycles are removed periodically by the University Police. Questions about bike racks may be directed to Campus Services' Manager, Greg Fear, at [Greg.Fear@wku.edu](mailto:Greg.Fear@wku.edu) or at telephone number 270-745-5820.

### Building Conditions Inspections

Inspections are conducted on a continuing schedule for all university buildings by DFM personnel to determine major and minor items of maintenance and repair required. Questions about building inspections should be directed to Charles Harrison, Maintenance Services Manager, at [Charles.Harrison@wku.edu](mailto:Charles.Harrison@wku.edu) or at telephone number 270-745-5821.

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### **Contract Construction**

Some construction for maintenance, repair, major renovation, or new construction is accomplished through contracts with outside contractors administered by John Osborne, Vice President for Campus Services and Facilities. Only authorized DFM personnel may direct the work of contractors doing new construction or renovation.

### **Custodial Services**

Cleaning of academic and administrative areas is accomplished by the Building Service Attendants (BSA). Generally, most cleaning is completed during the evening and late night hours. If emergency cleaning is required, BSAs will be assigned, based on availability by contacting Judy Blankenship, Building Services Manager, at [Judy.Blankenship@wku.edu](mailto:Judy.Blankenship@wku.edu) or at phone number 270-745-5822. Any problems or questions involving cleaning may be directed to the Building Services' Manager during normal business hours, 7:30 a.m. to 4:30 p.m. Building Service Attendants are not permitted to perform personal or unauthorized services; this includes unlocking doors for individuals.

### **Elevator Problems**

Elevator problems, malfunctioning elevators, and elevator breakdowns should be reported to the DFM Action Desk at 270-745-3253, between the hours of 7:30 a.m. and 4:30 p.m, Monday thru Friday. For problems occurring outside these hours and on holidays, please call University Police at 270-745-2548.

### **Emergencies**

Good judgment is an important factor when determining whether a situation should be considered an emergency. Any disaster, unusual occurrence, utility malfunction, or equipment failure that presents imminent danger to life or property is an emergency and should be reported immediately by telephone to the DFM Action Desk at 270-745-3253. After normal working hours, report emergency conditions to University Police at 270-745-2548. DFM's response to emergencies will normally be immediate, depending on the time of day and availability of personnel. If the time of occurrence is other than normal working hours, the on-call staff duty person will secure the emergency condition and determine upon consultation what immediate action or repairs need to be taken.

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### Equipment Installation

Equipment installation for a department is provided by DFM as a reimbursable service.

### Excavation

Since the majority of the university's utility distribution and telephone systems are underground, all excavations and digging on the grounds must be approved and coordinated by DFM. Questions regarding digging or excavation should be directed to John Osborne, Vice President for Campus Services and Facilities, or Bryan Russell, Director of Planning, Design and Construction (PDC) at 270-745-5518.

### Fire Extinguishers

Fire extinguishers in university buildings are provided and inspected on a semi-annual basis by the Environmental Health & Safety (EHS) Department. Missing fire extinguishers should be reported to EH&S at 270-745-2931.

### Furniture Maintenance

Maintenance for specialized departmental instructional equipment items, office furnishings, and other furniture is a departmental responsibility. DFM is able to provide repair services for such items on a reimbursable basis. A [Service Request](#) should be submitted to DFM for such requests.

### Hazardous Material

The EH&S Department is responsible for the clean-up and disposal of hazardous chemicals and waste. If there has been a spill of hazardous material on campus, Mark Pendley, the Director of Environmental Health and Safety, should be contacted immediately at 270-745-2858. The EH&S Department provides training at safety seminars for WKU personnel regarding the storage and use of hazardous chemicals. Any questions about these seminars or use of hazardous chemicals on campus should be directed to Mark Pendley at [mark.pendley@wku.edu](mailto:mark.pendley@wku.edu) or at telephone number 270-745-2858.

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Material Safety Data Sheets (MSDS) for chemicals used in DFM operations are available online at <http://www.wku.edu/Dept/Support/Legal/EHS/MSDSSearch/msdssearch.htm>

### Interruption of Utility Service

All weekday gas, water, or electric utility interruptions on campus should be reported to the DFM Action Desk at 270-745-3253. Off hours, weekends, and holidays, report interruptions to the University Police dispatcher at 270-745-2548. If it is necessary to shut off gas, water, or electricity to points on campus, the DFM Management staff will give advance notice, if possible, to all building coordinators affected. When electrical power is lost; please follow the steps listed below.

- a) Extinguish any flames and terminate any experiments. Ventilation through the chemical fume hood ceases with the power loss and may not automatically return with the power.
- b) Turn off as much electrical equipment as possible to minimize the electrical load when power is restored. This also protects the equipment from voltage fluctuations.
- c) If persons are trapped in elevators, call the DFM Action Desk at 270.745.3253 or University Police at 270-745.2548.
- d) Do not open refrigerators or freezers unless necessary.
- e) Long-term power outages may require the evacuation of the building.

### Keys and Locks

DFM maintains all campus door locks as a part of building maintenance. Lock changes may be made by written request from the Administrative Head of a department. DFM personnel are instructed not to unlock doors for anyone.

For defective or malfunctioning door lock hardware, please call the DFM Action Desk at 270-745-3253 from 7:30 a.m. to 4:30 p.m., weekdays, who will then notify the Lock Shop. After 4:30 p.m. on weekdays, for weekends and holidays, please call University Police at 270-745-2548.

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Please see the **WKU Access Control Policy** for all requests for building master and sub-master keys. All University personnel who are issued a key must file a signature key card at DFM.

Individuals should report the loss of any key to DFM Action Desk, 270-745-3253, as well as notifying University Policy at 270-745-2548.

### **Moving Services**

Moving of University property within University-owned properties is provided through WKU Inventory Department 745-7017.

### **Nameplates & Signs**

Nameplates and signs for interior identification of offices, laboratories, desks, and other areas in buildings are provided as a reimbursable service by DFM. A [Service Request](#) should be submitted.

### **Painting Services**

Painting of buildings and facilities is performed on a scheduled basis, depending on time restraints and the availability of funds. A [Service Request](#) should be submitted to DFM for such projects. Times for performing painting requests will be scheduled by the Trades Supervisor, Mark Updegraph.

### **Pest Control**

DFM routinely provides in-house pest control services on campus. If pests are noticed in buildings, call DFM Action Desk at 270-745-3253, and the exterminator will apply insecticide or traps as a service. Control of insects in decorative plants is the responsibility of the plant owner.

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### Preventive Maintenance

DFM personnel follow a regular schedule of routine preventive maintenance checks on doors, windows, roofs, hardware, refrigeration, air conditioning, plumbing, ventilation, electrical systems, and other equipment proprietary to campus buildings. Defects discovered during these inspections are repaired under the operational budget of DFM. Problems in these areas discovered by members of the university community may be reported to the DFM Action Desk at 270-745-3253.

### Recycling

Recycling services are provided in all university buildings. BSAs empty recycling containers daily. If there is a recycling container in a building that needs emptying, please notify the Custodial Manager, Judy Blankenship, at [Judy.Blankenship@wku.edu](mailto:Judy.Blankenship@wku.edu) or at telephone number 270-745-5822. The cardboard desk paper recyclers are the responsibility of the office occupant(s) and should be emptied into the corridor recycling containers.

Pick ups of unusual amounts of recycling, confidential recycling, and requests for additional recycling containers can be made by calling the WKU Recycling Coordinator at 270-745-6827. Additional information on the WKU Recycling Program is at <http://www.wku.edu/recycling>.

### Refuse Collection and Disposal Services

An outside contractor picks up trash and refuse generated by the University on a regular schedule. Building Service Attendants (BSAs) take trash from buildings to outside trash dumpsters for pick up by the contractor. The University is billed for each pick up as well as by the ton. Departments are encouraged to make a concerted effort at recycling in order to assist in reducing the ever-increasing trash removal bill at the University.

Special refuse pickups can be arranged as a reimbursable service on a limited basis by submitting a [Service Request](#) to DFM. Problems with un-removed trash within University buildings should be reported to the Custodial Manager, Judy Blankenship, at [Judy.Blankenship@wku.edu](mailto:Judy.Blankenship@wku.edu) or at 270-745-5822.

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### Roof Areas

No one is allowed on, nor allowed to place any objects or equipment on the roof of any campus building without prior written approval by John Osborne, Vice President for Campus Services and Facilities.

### Service Requests

Submitting a Service Requests:

These types of requests are the financial responsibility of the requesting departments.

The resources provided to Facilities Management are allocated for the maintaining of buildings in their *designed condition*. Any additions or improvements that alter the existing space are considered projects and are not funded by the maintenance department. Purchases made for office furniture, office decor or department specific equipment etc., are also not funded by DFM.

Examples of other types of request that would not be covered: core changes, unscheduled painting requests etc. To request services beyond general maintenance, please send us a Service Request, currently not available on line. If you need some for your department, please call our DFM Action Desk at 745-3253 and we will be happy to put them in the hand mail for you.

### Snow & Ice Control

Snow and ice control for roads, sidewalks, grounds, and parking areas is provided by the DFM's Grounds division. Questions or concerns may be addressed to Greg Fear, Grounds Manager, at [Greg.Fear@wku.edu](mailto:Greg.Fear@wku.edu) or at telephone number 270-745-5820. Removal of snow and ice from building entries is the responsibility of the BSAs. Concerns about these areas may be addressed to Judy Blankenship, the Custodial Manager, at [Judy.Blankenship@wku.edu](mailto:Judy.Blankenship@wku.edu) or at telephone number 270-745-5822. All members of the university community are responsible for removing their vehicles from off the public roads around the university during snow emergencies. The schedule for WKU snow plowing may be found at the DFM web page.

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### Utility Connections

Connections for utilities may be made only by DFM personnel. On occasion, repair work or construction projects may require temporary interruption of utility services. In the majority of these situations, affected campus departments will be notified in advance by electronic messaging. In emergencies, DFM will notify the Building Coordinators and/or the directors of departments in the affected facilities.

### Vehicle Maintenance & Repair

DFM provides maintenance services for only DFM vehicles.

### Window Cleaning

Building windows are cleaned on a scheduled basis by BSAs or by a contract service company. Window cleaning outside of the schedule may be performed on a reimbursable basis by submitting a [Service Request](#) to DFM.

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